








# AOTs Tickets Report

-  Ticket Volume
-  Tickets by Queue & Asset ID
-  Ticket Summary
-  General Info
-  Filter

# AOTs Tickets Report

Date Refreshed  
| 11/29/2023

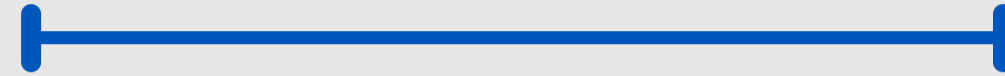


## Date Range

1/1/2022



11/29/2023



## Hierarchy User Selection

- DAVID MCATEE
- EDWARD GILLESPIE
- FELIX ARROYO
- JEFFERY MCELFRISH
- JEREMY LEGG
- KELLYN KENNY
- LORI LEE
- PASCAL DESROCHES
- PATTI ZISHKA

## Work Queue

All

## Business Unit Name

All

## Asset Id

All

## Severity

- Select all
- 1
- 2
- 3
- 4
- 5
- 6



# AOTs Tickets Report

Date Refreshed  
11/29/2023



FILTER

Total Users  
**1,013**

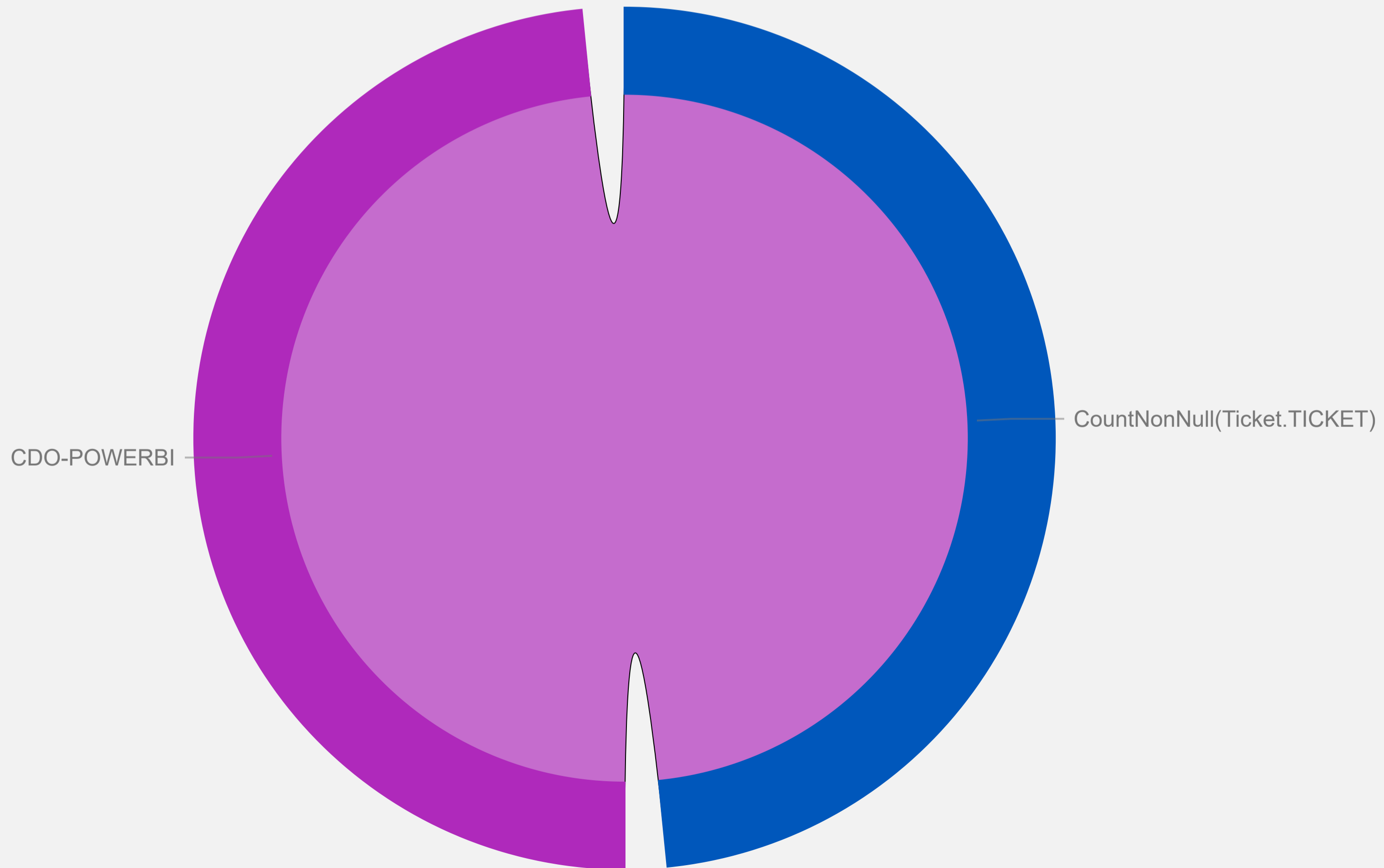
Total Tickets  
**2,680**

Tickets Closed  
**2,580**

Open Tickets  
**12**

Tickets Cancelled  
**83**

View All Count By Work Queue Count By Asset ID Count By Severity Count By State



# AOTs Tickets Report

Date Refreshed  
11/29/2023



**Total Users**  
56

**Total Tickets**  
98

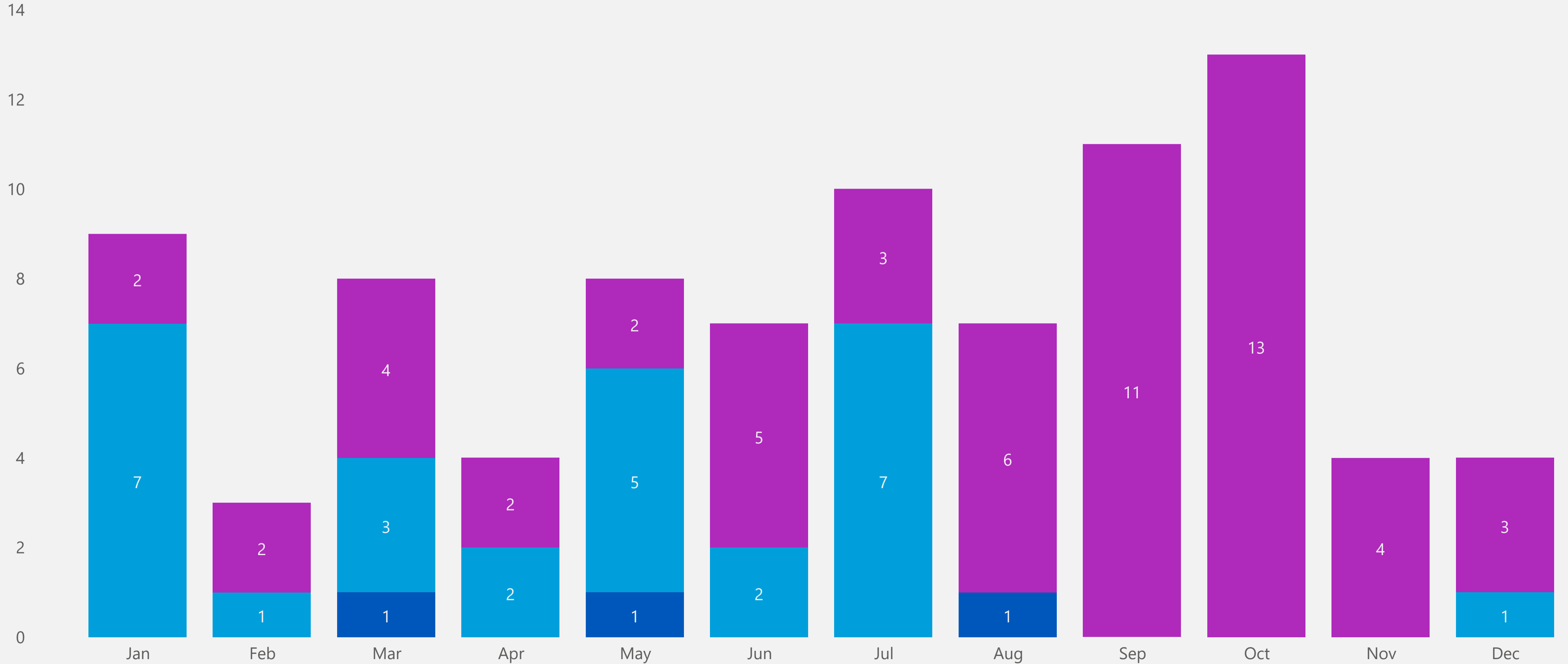
**Tickets Closed**  
28

**Open Tickets**  
3

**Tickets Cancelled**  
10

View All Open And Closed Tickets Tickets

- Active 14
- Closed
- Queued 12



# AOTs Tickets Report

Date Refreshed  
11/29/2023



FILTER

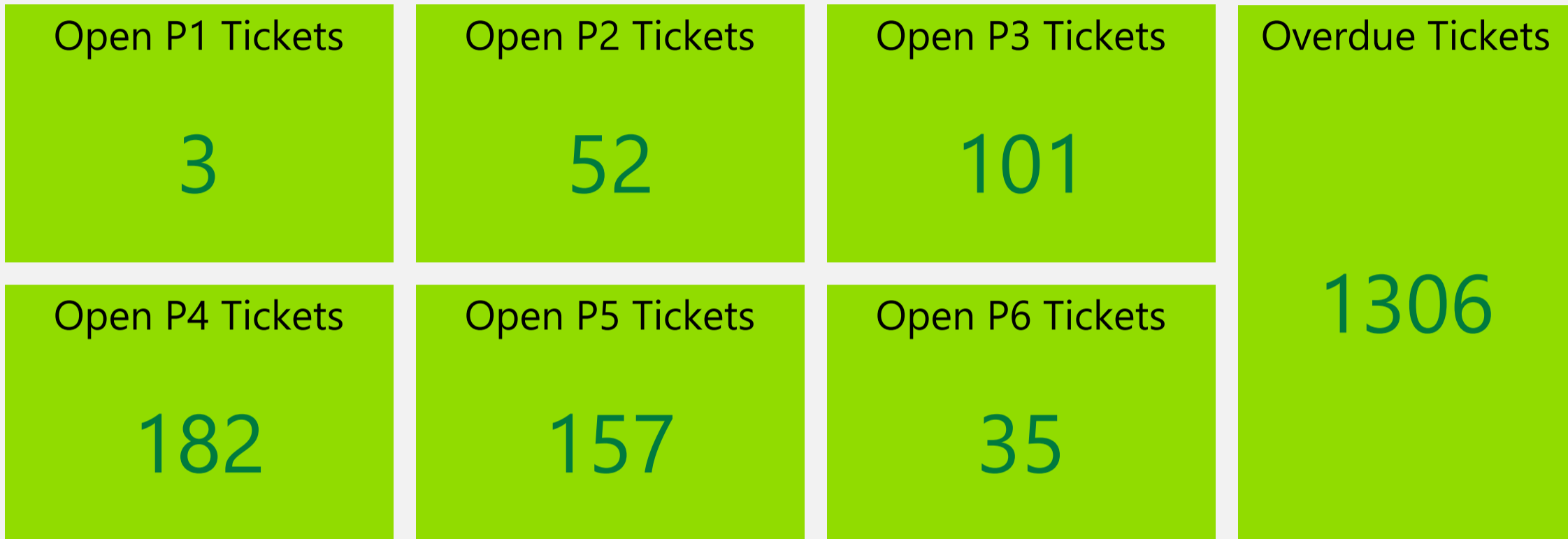
Total Users  
**5,724**

Total Tickets  
**26,517**

Tickets Closed  
**24,655**

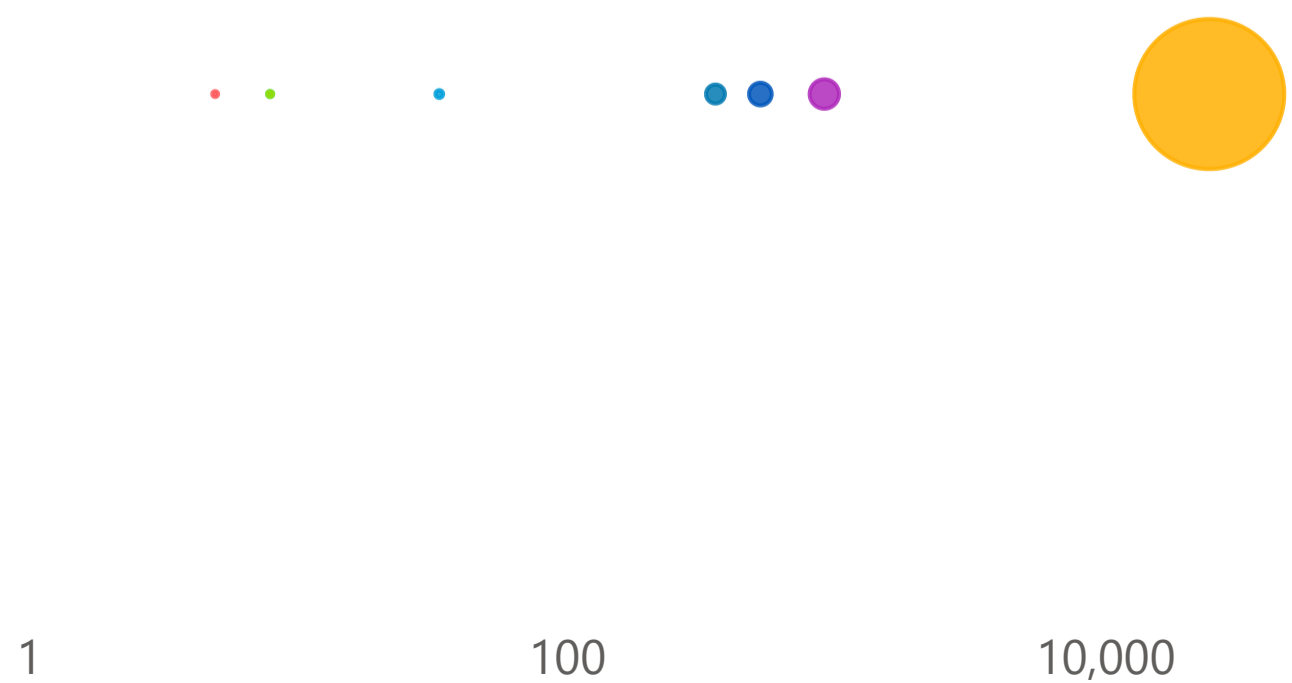
Open Tickets  
**538**

Tickets Cancelled  
**916**



## Ticket Count

- Active
- Cancel
- Cleared
- Closed
- Deferred - Cust Inform...
- Deferred - Other
- Queued
- Ready to Close



SEVERITY	Ticket Count	Duration(Hours)
<b>5</b>		
Active	157	00
Cleared	1	00
Deferred - Cust Information	5	00
Deferred - Other	2	00
Queued	269	00
Closed	11499	49644
Ready to Close	4	12
Cancel	351	7
<b>Total</b>	<b>12288</b>	<b>49664</b>
<b>3</b>		
Deferred - Cust Information	3	00
Deferred - Other	4	00
Queued	14	00
Closed	5851	44217
Ready to Close	10	655
Cleared	3	80
Active	101	12
Cancel	263	2
<b>Total</b>	<b>6249</b>	<b>44968</b>
<b>6</b>		
Active	35	00
Queued	10	00